

Amendment dated: November 6, 2003

Application Serial No.: 09/455,534

Attorney Docket No. 23453-035

In Response to Office Action mailed July 11, 2003

This listing of claims will replace all prior versions and listings of claims in the Application.

LISTING OF CLAIMS:

1. (*Currently Amended*) An integrated inbound and outbound voice service system

comprising:

a first system for generating markup documents personalized for subscribers of at least one voice service;

a call server comprising:

a storage device for storing the markup documents;

a call builder operative to initiate an outbound voice-enabled

communication to one or more subscribers using one or more of the markup documents; and,

a call receiver operative to accept an inbound voice-enabled

communication from one or more subscribers;

wherein the call server accesses one or more of the markup documents for dynamically interacting with one or more subscribers of the at least one voice service during either outbound or inbound voice-enabled communications.

2. (*original*) The voice service system of claim 1 wherein the call server further comprises an authentication module operative to authenticate an inbound voice-enabled communication.

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3. (*Previously Amended*) The voice service system of claim 1 wherein the call server further comprises:

a parser operative to extract text from the markup documents; and,

a text-to-speech engine for converting the extracted text into speech.

4. (*Previously Amended*) The system of claim 1 wherein the call server further comprises a search module operative to search markup documents stored in the storage device.

5. (*original*) The system of claim 4 wherein the search module comprises an SQL engine operative to query the storage device.

6. (*original*) The system of claim 1 wherein the storage device comprises a relational database.

7. (*Currently Amended*) The system of claim 1 wherein the markup documents comprise [TML] extensible markup language (XML) documents.

8. (*Previously Amended*) The system of claim 1 wherein the markup documents comprise active voice pages.

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9. *(Previously Amended)* The system of claim 1 wherein the markup documents comprise information accessed from an on-line analytical processing system.

10. *(Currently Amended)* A method for providing integrated inbound and outbound voice services comprising the steps of:

generating markup documents personalized for subscribers of at least one voice service;

storing the markup documents;

initializing outbound voice-enabled communications to one or more subscribers using

C | one or more of the markup documents;

accepting inbound voice-enabled communications from one or more subscribers; and,

accessing one or more of the markup documents for dynamically interacting with one or more subscribers of the at least one voice service during either outbound or inbound voice-enabled communications.

11. *(original)* The method of claim 10 further comprising the step of authenticating inbound voice-enabled communications.

12. *(Previously Amended)* The method of claim 10 wherein the step of accessing for dynamic interaction comprises:

extracting text from the markup documents; and,

converting the extracted text into speech.

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13. (*Previously Amended*) The method of claim 10 further comprising the step of searching the markup documents stored in the storage device for inbound voice-enabled communications.

14. (*Previously Amended*) The method of claim 13 wherein the step of searching comprises generating SQL statements to search for particular markup documents.

15. (*Previously Amended*) The method of claim 10 wherein the step of storing comprises storing markup documents in a relational database.

C/ 16. (*Currently Amended*) The method of claim 10 wherein the markup documents comprise [TML] extensible markup language (XML) documents.

17. (*Previously Amended*) The method of claim 10 wherein the markup documents comprise active voice pages.

18. (*Previously Amended*) The method of claim 10 wherein the markup documents comprise information accessed from an on-line processing system.

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19. *cancel without prejudice or disclaimer*

20. *cancel without prejudice or disclaimer*

21. *Cancelled*

22. *Cancelled*

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23. (New) A method for providing integrated inbound and outbound voice services to one or more users, comprising:

enabling a user to subscribe to at least one voice service that can output information, wherein enabling a user to subscribe further comprises enabling the user to specify preferences for the content and presentation of the voice service output information, and enabling the user to specify a scheduling condition for executing the at least one voice service to generate the voice service output information;

initializing an outbound voice-enabled communication to the user when the scheduling condition has been satisfied;

dynamically interacting with the user, when the outbound voice-enabled communication has been successfully initialized, by presenting the user with personalized voice service output information from a personalized markup language document generated for the user; wherein the personalized markup document further comprises one or more embedded user prompts for enabling the user to respond to the personalized voice service output information received; and

storing the personalized markup language document, when the outbound voice-enabled communication to the user has not been successfully initialized, for subsequent retrieval and presentation to the user upon receiving an inbound voice-enabled communication from the user.